
NEC INFRONTIA ISDN BUSINESS COMMUNICATION SYSTEM

DXE Series

Quick Extension User Guide



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Contents

Making Internal Calls.....	4
Making External Calls.....	4
Answering Internal Calls.....	5
Answering External Calls.....	5
Answering Doorphone Calls.....	5
Holding an Internal Call.....	6
Holding an External Call.....	6
Transferring a Call.....	7
Making a Paging Call.....	8
Callback.....	8
Pick up.....	9
Missed Calls on Display Key telephones.....	9
Call Forward.....	10
Call Redirect on Key telephones.....	11
Do Not Disturb.....	11
Last Number Dial.....	12
Handsfree for Key telephones.....	13
Volume Control for Key telephones.....	14
LCD Display Contrast for Display Key telephones.....	14
Ring Tones for Key telephones.....	15
Programming One Touch keys on a Key telephone.....	16
Service Code Table.....	17
Programming Function keys on a Key telephone.....	18
Function Code Table.....	19
Directory Dialling on the Super Display.....	20
Directory Dialling on the Executive Display.....	21
General Information.....	22


Making Internal Calls

You may contact another internal extension or a department group.

- 
- Dial the extension number or department group number
- If there is no answer or it is busy, you may simply dial another internal number without replacing the handset
- Pressing the digit **1** will allow you to toggle between a ringing and a voice call at the destination extension



Making External Calls

You may dial an external number via the keypad or access a stored abbreviated number; the system will automatically seize an idle exchange line for you.

- 
- Dial **9** followed by the external number or press the **DC** key and enter the abbreviated dial code (e.g. **DC 1 0 0**)
On a single line telephone as there is no **DC** key, enter the code **8 1 3** instead


Answering Internal Calls

An internal call may ring at your extension or come through as a voice call (not available on single line telephone).

- If the call is ringing  to answer
- Or if the call is voice announced you may talkback without lifting the handset via the microphone (note the  key lamp must be off)



Answering External Calls

An external call will usually ring at your extension and some caller information may appear on your display.

-  to answer

Answering Doorphone Calls

The system supports doorphones and it may be that your extension is programmed to receive a doorphone call. On answering the call you are also able to open the doorlock.

-  to answer
- Whilst talking to the doorphone, to release the doorlock press the  key if you have a key telephone or press the Recall key if you have a single line telephone


Holding an Internal Call

You may place another extension on hold and whilst they are held you may process other calls.

Key telephone

- Press the **HOLD** key (you may replace the handset if you wish)
- To reconnect press the flashing **CL** key


Single line telephone

- Press the Recall key and remain 
- To reconnect press the Recall key

Holding an External Call


An external call may be held in a number of ways depending on the system set up. It may be appropriate for a caller to be placed on hold at one extension and picked up from another. A held call which is not picked up, automatically recalls to the extension that placed it on hold.

Single line telephone

- Press the Recall key to hold a call and remain 
- To reconnect, press the Recall key



Key telephone

Common hold : the exchange line key (if programmed) flashes slowly when it has been placed on common hold and any user with the flashing line key can reconnect to the call (not available to single line telephones)

- Press the **HOLD** key and  if you wish
- To reconnect press the slow flashing line key or the flashing **CL** key

Key telephone and Single line telephone


Park Hold : the external caller is placed in a park position and any user may retrieve the call from that park position using a code. Typically on a key telephone specific park hold keys are set up to simplify the procedure.

- Press the **HOLD** key on your key telephone or the Recall key on your single line telephone
- Dial **8 3 1** and the park position (01-32)
- 
- To reconnect  and dial **8 6 1** and the park position (01-32)



Transferring a Call

You may transfer an internal or external call to another extension by announcing the call or extending the call unannounced. If the transferred call is not picked up, it automatically recalls to the extension making the transfer.

Key telephone

- Press the **HOLD** key
- Dial the required extension number
- Announce the call and press **TRFR** key to transfer
- Or press the **TRFR** key and  before answered – the call is transferred and rings at the other extension
- Or if the extension is busy press **TRFR** key to camp the call on to that extension
- Or to retrieve the call press the flashing green line key or **CL** key



Single line telephone

- Press the Recall key
- Dial the required extension number
- Announce the call and  to transfer
- Or  before answered – the call is transferred and rings at the other extension
- Or if the extension is busy, press the Recall key to retrieve the call



Making a Paging Call

If you are unable to locate an individual, you may wish to make a paging call which will broadcast over the loudspeakers of selected key telephones (not available to single line telephones) and or an external PA system. Extensions may be programmed into specific groups so that an announcement is sent simultaneously to all key telephones in that group (unless the extension is in use).

To page an internal group


- 
- Dial **[8] [0] [1]** and the paging group number
- Wait for the beeps and make the announcement
- Press **[#]** after the announcement and 

To page over the external PA



- 
- Dial **[8] [0] [3]** and the paging group number
- Wait for the beeps and make the announcement
- Press **[#]** after the announcement and 

Callback

If the extension you dial is busy or does not reply, you may set up a callback so that you are alerted as soon as they become available or once that extension is next used.


- Dial **[8] [5] [0]** and listen for confirmation tone
- When you hear the recall tone alerting you that the extension is available
- 

If you wish to cancel a callback

- 
- Dial **[8] [7] [0]** and listen for confirmation tone
- 



Pick Up

You may wish to intercept a call ringing at another extension, this is referred to as pickup. You may enter a code to pickup a specific ringing extension or you may be programmed into a pickup group and will pick up calls just for your group.

-  and dial
 8 6 7 for an extension within your pickup group or
 7 1 5 and the extension number for a specific extension
 You will intercept and be connected to the call.



Missed Calls on display key telephones

By programming a function key as a Missed Calls key (refer to programming function keys page 18), you will be able to check for any external calls (on ISDN lines) that you have missed at your extension. If you have missed calls the key will be flashing red, when you have checked the calls the key will be steady red and when you have deleted the list, the key will be unlit.

- 
- Press the Missed Calls key
- Use the VOL Δ or ∇ keys to scroll through the list
-  to dial the displayed number/name or press CLEAR to delete



Call Forward

When you are away from your desk you may wish to redirect your calls to another destination. There are different conditions under which you can set a call forward, and one set up called tandem ring allows a user to have two extensions that work as a single extension.



-  and dial the call forwarding code as follows
 8 4 2 for dual ring – calls ring at your own and the destination extension but not if your phone is busy
 8 4 3 for busy transfer – calls only forward when your phone is busy
 8 4 4 for tandem ring – calls to either extension will ring both extensions or if either is busy, busy tone shall be heard by the caller.
 8 4 5 for unanswered call transfer – calls only forward on no reply at your phone
 8 4 8 for call forward – all calls forward immediately to the destination extension
- To set the call forward dial 1 and enter the destination extension number
 Or to cancel dial 0
- 

It is possible if the system is programmed, to allow the call forward condition to be transferred to an external number. The external number must be stored as a common abbreviated dial.

To set external call forward


- 
- Dial the all call forward code 8 4 8 and 1 to set
- Dial 8 1 3 (access code for abbreviated dial) and the target abdial code
- 

To cancel external call forward

- 
- Dial 8 4 8 and 0 to cancel
- 












Call Redirect on key telephones

This feature requires that a function key is programmed as a Redirect key (refer to programming function keys page 18) and so is not available to single line telephones. Call redirect allows you to select whether to take a call or to transfer an incoming call to a preassigned destination (for example voice mail) without answering the call.

- Incoming call is ringing
 - Do not lift the handset or press any  keys
 - Press the Redirect key
- You will hear confirmation tone


Do Not Disturb (DND)

This feature allows you to block different types of calls to your phone so that you are undisturbed by incoming calls or paging announcements.



- 
- Dial    or press the  key
- Dial the DND code as follows
 -  to block incoming external calls
 -  to block internal calls and external calls being transferred unannounced
 -  to block all incoming calls
 -  to block any calls being forwarded to you
 -  to cancel any DND
- Listen for confirmation tone and 

Last Number Dial (LND)

This enables you to dial the last external number called from your extension. Display key telephones may view and access the last ten numbers.

- 
 - Dial **[8] [1] [6]** or press the **[LND]** key
- The system automatically seizes an exchange line*

Display Key telephone

- 
- Press the **[LND]** key
- Use the **[VOL]** Δ or ∇ keys to scroll through the list
-  \uparrow when the required number is displayed





It is possible to erase the LND number or list

- 
- Dial **[8] [7] [6]** and listen for confirmation tone

Handsfree for key telephones


Handsfree allows a key telephone user to process calls using the inbuilt speaker and microphone instead of lifting the handset.

To talk handsfree



- Press the  or  key to make or take a call
- Speak towards the phone on answer
Note : the  lamp must be off
- To clear the call press the  key

To change from handset to handsfree

- Press the  key
- 
- Press the  key to clear the call

The  key on the key telephone allows you to mute the handsfree microphone so that when you are on a call handsfree, the caller does not hear anything; the microphone remains off until you turn it back on.

Remember

- When the  lamp is on – the microphone is off
- When the  lamp is off – the microphone is on

Volume Control for key telephones

The volume keys adjust the ringing, handset earpiece and loudspeaker volumes on the key telephones.

To adjust ringing volume

- When the phone is ringing, press the **VOL** Δ or ∇ keys
- OR when the phone is idle, press **CHECK** then the **VOL** Δ or ∇ keys and **CLEAR** to save the setting.

To adjust handset earpiece or loudspeaker volumes

- When on a handset or handsfree call
- Press the **VOL** Δ or ∇ keys

LCD Display Contrast for display key telephones

The volume keys also adjust the two line LCD display contrast (not available on the super display).

- 
- Press the **VOL** Δ or ∇ keys

Ring Tones for key telephones

You may select a distinctive ring tone to differentiate your extension from others and to distinguish between an internal and external call.

To listen to the tones

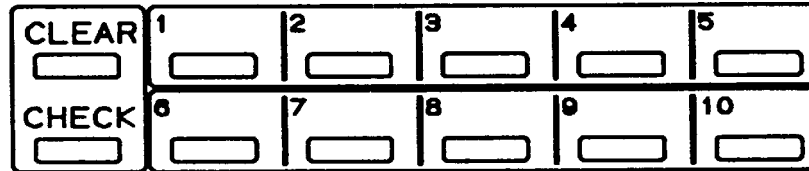
- Press an idle **CL** key
- Dial **8 1 1** and dial **1** for internal ring or **2** for external ring
- Dial the code for the desired ring pattern
1 = high pitch, **2** = medium pitch, **3** = low pitch
For the external ring you can also sample a different tone **1** to **4**
For example dial **1 1** for high pitch tone 1, **2 3** for medium pitch tone 3
- Press the **SPK** key

To select a ring tone

- Press an idle **CL** key
- Dial **8 2 0** and dial **1** to set internal ring or **2** for external ring
- Dial the code for the desired ring pattern
1 = high pitch, **2** = medium pitch, **3** = low pitch
- Press the **SPK** key to complete

Programming One Touch keys on a key telephone

There is a block of ten keys known as the One Touch keys under which you can program regularly called numbers or features you like to use.



The table below lists the features that can be stored and the associated service codes that are required. Details of all the features listed

can be found on the website in the full extension user guide

XX

To program a one touch key

- Press the **SPK** key
- Dial **8 5 5**
- Press a one touch key
- Enter an extension number or external number (prefix with 9) or the 3 digit service code from the service code table
There will be no confirmation tone
- Press another one touch key and enter a number or service code or
- Press the **SPK** key to complete

Key for table

P = Password

Ext. no. = Extension number

The Common Cancelling code (720) cancels the following features: Alarm, Forward, DND, Headset, Message Waiting, Repeat Dial, Text Message

Service Code Table

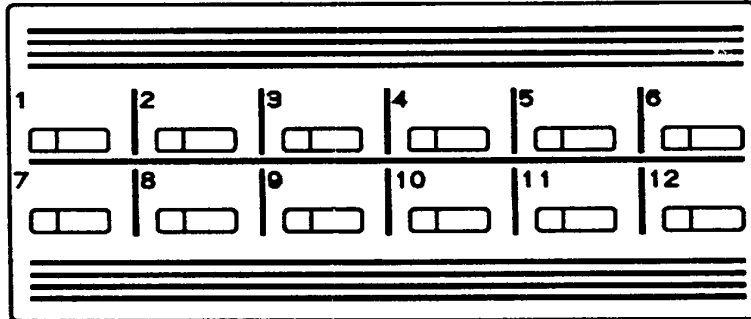
Feature	Service Code
Abdial Store Common Call Specific	853 + code 813 + code
Abdial Store Group Call Specific	854 + code 814 + code
Alarm	827 + 1 or 2
Background music	825
Break In	810
Camp on/Callback Set Cancel	850 870
Common Cancelling code	720
Conference	826
Dial Block Set Cancel	700 P 1 700 P 2
Directory Dialling	887
Do not Disturb	847 + 0-4
DND/Forward override	807
Doorphone	802 + no.
Exchange Line Group Specific line	804 + group 805 + line
Follow me	846

Feature	Service Code
Forward All Calls Busy transfer Dual ring Unanswered Doorphone	848 843 842 845 822
Headset mode	834
Hold Group Reconnect Park hold Reconnect	832 862 831 + position 861 + position
Intercom call Forced ring Talk back	823 821
Key touch tone	824
Last Number Dial Store Clear	816 876
Message Waiting Set Cancel Cancel All	841 871 ext. no. 873
Multi Language Display	778 + 0-9
Music on Hold	881 P
Name Store	800 + ext.no.
Night service Day Night Midnight Rest Day2 Night2 Midnight2 Rest2	818 P 0 818 P 1 818 P 2 818 P 3 818 P 4 818 P 5 818 P 6 818 P 7

Feature	Service Code
Override	809
Paging Internal group External group All external Combined group	801 + group 803 + group 803 + 0 751
Paging answer Own group Specific group External group	863 864 group 865 + 0-4
Pickup Own group Other group Specific group Specific extension	867 869 868 group 715 + ext. no.
Pilot group Opt in/out Step call	750 808
Ring tones Sample Set	811 820
Saved number dial Store Cancel	815 885
Second Call indication	779
Tandem ring	844
Text message	836 + mesg. no.
Time/date setting	828 P
Voice Mail Access Answer machine emulation	717 725
Walking toll restriction	763 + P

Programming Function keys on a key telephone

Your phone may have a block of 12 or 24 function keys under which you can program an extension number (to give a busy lamp status) or a feature you use regularly.



The table below lists the features that can be stored and the associated function codes that are required. Details of all the features listed can be found on the website in the full extension user guide `XX`

To program a function key

- Press the **[SPK]** key
- Dial **[8] [5] [1]**
- Press a function key
- Enter the 4 digit function code from the function code table
- Listen for confirmation tone
- Press another function key and enter a function code or
- Press the **[SPK]** key to complete

Key for table

P = Password

Ext.no. = Extension number

Mesg. = Message number

Function Code Table

Feature		Function Code
Abdial Common	Call specific Call general	1037 + code 1037 + HOLD
Abdial Group	Call specific Call general	1038 + code 1038 + HOLD
Boss Call Forward		1032 + ext. no.
Break In		1019
Buzzer		1031 + ext. no.
Call Redirect		1094 + ext. no
Camp on/Callback	Set Cancel	1020 1020
CLI Restrict sending		1024
Conference		1016
Directory Dialling		1089
DLS console Ext1/Ext2 key		1086
DND/Forward override		1022
Exchange Line	Group Specific line Level 9	1012 + group 0001 - 1011
Extension		1058 + ext. no.
Follow Me		1001

Feature		Function Code
Forward	All Calls Busy transfer Dual ring Unanswered Doorphone	1055 1002 1000 1003 1087
Headset mode		1028
Hold	Exclusive Reconnect Park hold Reconnect System Reconnect	1044 1044 1033 + position 1033 + position 1043 1043
Meet me Conference		1017
Memo Dial		1015
Message Waiting	Set	1023
Microphone Cutoff		1026
Missed calls		1085
Name Store		1088
Night service	Day Night Midnight Rest Day2 Night2 Midnight2 Rest2	1039 P 1040 P 1041 P 1042 P 1090 P 1091 P 1092 P 1093 P

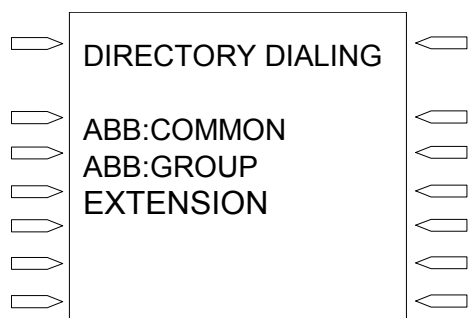
Feature		Function Code
One Touch Serial		1034
Override		1018
Paging	Internal group External group All external	1006 + group 1004 + group 1005
Paging answer	Own group	1010
Pickup	Own group Other group Specific group	
Pilot Group	Opt in/out Step call	1074 1021
Room Monitor		1025
Saved number dial	Store	1014
Series call		1035
Tandem Ring		1013
Text message		1027 + mesg.
Voice Mail	Access Conversation Record Auto Attendant	1059 + mailbox 1060 1083

Directory Dialling on the Super Display

From the idle display, the [DIRECTORY] menu allows quick access to abbreviated dials and extensions using search by name.

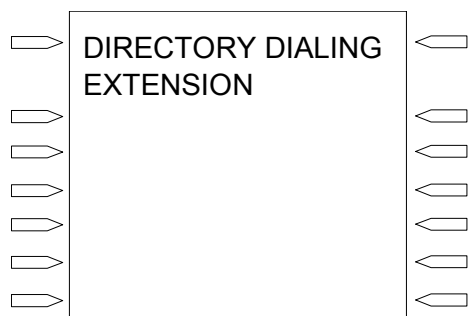


Press the [DIRECTORY] key



To access
common abdials press ABB:COMMON
group abdials press ABB:GROUP
extensions press EXTENSION

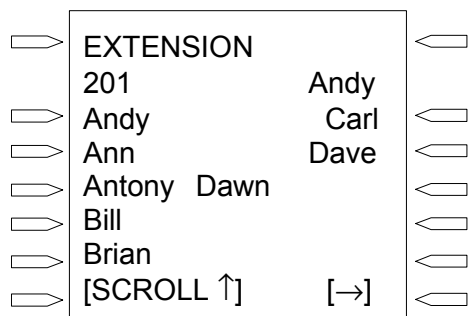
For this example we will select EXTENSION



Enter the first letter of the required name via the keypad (letters are printed on the keypad)

For example to select the letter A, press the digit 2 once (for B press it twice, for C three times).

Then press the VOL Δ key to display the list



Press the key alongside the name to dial it or scroll through the list

Directory Dialling on the Executive Display

The executive display keystation has four soft keys which are used to access features. From the normal idle display, when you press any of the four soft keys underneath the display, you will have a choice of four menus. Pressing the Dir prompt key will bring up the directory dialling menu.

6-24	TUE	10:30AM	
200			John

: : : :

--	--	--	--

From idle, press one of the soft keys

6-24	TUE	10:30AM	
ICM	Prog	CLR	Dir

: : : :

--	--	--	--

Press the Dir key

DIRECTORY DIALLING			
ABBc	ABBg	EXT.	

: : : :

--	--	--	--

Press for example ABBc key for common abdials. (ABBg for group abdials, EXT for extension dialling)

DIRECTORY DIALLING			
ABB:COMMON			

: : : :

--	--	--	--

Enter the 1st letter of the desired name using the keypad (letters are on the keypad) For example select N by pressing dial key 6 twice.

N			
↑	↓	Dial	Cncl

: : : :

--	--	--	--

Press the ↑ key to search

ABB:COM	NECInfron		
↑	↓	Dial	Cncl

: : : :

--	--	--	--

Press the Dial key to place a call



General Information

Key telephone

A DXE system specific telephone available in a range of terminals

- Basic key telephone with no display and no programmable keys
- Standard key telephone with 12 or 24 function keys but no display
- Executive display with 12 or 24 function keys and a 2 line display
- Super display with 24 function keys and an 8 line display

Single line telephone

A non DXE specific telephone. It does not have system keys such as  or  and therefore the user has to enter codes.

Full extension user guide

This user guide covers the basic features of the system. For a full and comprehensive guide to all the features available please refer to the NEC Infrontia website or contact your installer.

Part code number : NKUK021